

State of California Multi-Departmental Promotional Examination



STAFF SERVICES MANAGER I  
STAFF SERVICES MANAGER II (SUPERVISORY)

Final Filing Date: September 23, 2004

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

Examination Type	Departmental Promotional for: Department of the Youth Authority Board of Prison Terms
How to Apply	<p>State applications (Form 678) are available at Youth Authority offices/facilities, State Personnel Board at 801 Capitol Mall, Sacramento or at the State Personnel Board's website: <a href="http://www.spb.ca.gov">www.spb.ca.gov</a> and offices of the Employment Development Department.</p> <p>Applications may be filed in person or by mail with the: Department of the Youth Authority Personnel Management Services Division 4241 Williamsborough Drive, Suite 115 Sacramento, Ca 95823</p> <ul style="list-style-type: none"><li>➤ Application (Form 678) must be postmarked by the United States Postal Service no later than the final filing date. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason.</li><li>➤ If you have a disability and need special testing arrangements, mark question 2 of the State application (Form 678). You will be contacted to make specific arrangements.</li><li>➤ Accepted applicants are required to bring a photo identification card or two forms of signed identification to the oral interview examination.</li><li>➤ <u>Cross-Filing Information</u>: If you are filing for Staff Services Manager I, Staff Services Manager II (Supervisory), and/or Staff Services Manager III, final filing date scheduled on the same day, you should file a single application. Indicate the title of each examination you wish to take on the state application (Form 678).</li><li>➤ <u>Competition Limited to State Employees</u>: Applicants must have a permanent civil service appointment with one of the Departments listed above as of September 23, 2004, the final filing date. <i>(Employees currently appointed to a Staff Services Manager I or Staff Services Manager II position on a limited term, part-time or intermittent basis are encouraged to reapply and test to maintain eligibility for permanent full-time employment.)</i></li></ul>
Final Filing Date	September 23, 2004
Examination Dates	It is anticipated that interviews will be held in November/December 2004.
Salary	Staff Services Manager I: <b>\$4,746– \$5,726</b> Staff Services Manager II (Supervisory): <b>\$5,211- \$6,286</b>
Minimum Requirements for Admittance to the Examination	<p>Applicants must meet the education/experience requirements by the final filing date, September 23, 2004. It is your responsibility to make sure you meet the education and/or experience stated below. Your signature on your application indicates you have read, understood, and possess the basic qualifications required. Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern distinguished as "Either" I "or" II, "or" III, etc.</p> <p><b>Staff Services Manager I:</b> <b>Either Pattern I:</b> One year of experience in the California state Service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.</p> <p>(Applicants who have completed six months of service performing the duties as specified in this bulletin will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)</p> <p><b>Or Pattern II:</b> Three years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience beyond the trainee level which shall have included the preparation of reports and the presentation of recommendations to management, at least one year of which must have been in a full journeyperson technical capacity.</p> <p>(Experience in the California state service applied toward this requirements must include one year performing the duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.) (In appraising experience, more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibility than to the length of the experience.) <b>and</b></p> <p><b>Education:</b> Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)</p>

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Minimum Requirements for Admittance to the Examination Cont'd	<p><b>Staff Services Manager II (Supervisory):</b></p> <p><b>Either Pattern I:</b> One year of experience in the California state service performing the duties of a Staff Services Manager I.</p> <p><b>Or Pattern II:</b> One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst. <b>and</b> Current employment in a class with a level of responsibility not less than that of Staff Services Manager I.</p> <p><b>Or Pattern III:</b> Two years of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.</p> <p><b>Or Pattern IV:</b> Four years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least one year of which must have been in a supervisory capacity.</p> <p>(Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Staff Services Manager I.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length or the experience.) <b>and</b></p> <p><b>Education:</b> Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)</p>
Special Personal Requirements	Demonstrated ability to act with independence, open-mindedness, flexibility, and tact.
Position Description	<p><b>The Staff Services Manager I</b> level is typically the first working supervisor level over analytical and administrative work. Employees at this level may supervise a small group of analysts performing journeyperson level work and personally perform the most difficult or sensitive work. A Staff Services Manager I may direct a function such as business services, personnel, training, labor relations, program compliance or may function as staff specialist in a technical program. Positions exist in Sacramento, Stockton and Los Angeles.</p> <p><b>A Staff Services Manager II (Supervisory)</b> is the full supervisory level over analytical and administrative work. In most settings, persons at this level are in charge of a well established and fully developed staff services function such as personnel, budgets, training, program compliance and equal employment opportunity/investigations. Positions at this level normally supervise a moderate to large number of technical staff and spend the majority of their time in supervisory activities as distinct from working level assignments. Positions exist in Sacramento and Stockton.</p>
Examination Information and Scope Continued	<p>The examination will consist of a qualifications appraisal interview weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:</p> <p><b>Knowledge of:</b></p> <ol style="list-style-type: none"><li>1. Principles, practices and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning program evaluation, or related areas.</li><li>2. Principles and practices of employee supervision, development, and training.</li><li>3. Program management.</li><li>4. Formal and informal aspects of the legislative process.</li><li>5. The administration and Department's goals and policies.</li><li>6. Governmental functions and organization at the State and local level.</li><li>7. Department's Equal Employment Opportunity Program objectives.</li><li>8. A manager's role in providing equal employment opportunity to all persons and the processes available to meet those objectives.</li></ol> <p><b>Ability to:</b></p> <ol style="list-style-type: none"><li>1. Reason logically and creatively, and utilize a variety of analytical techniques to resolve complex governmental and managerial problems.</li><li>2. Develop and evaluate alternatives.</li><li>3. Analyze data and communicate ideas and information effectively.</li><li>4. Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas.</li><li>5. Gain and maintain the confidence and cooperation of those contacted during the course of work.</li><li>6. Review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies.</li><li>7. Manage a complex staff services program.</li><li>8. Establish and maintain project priorities.</li><li>9. Develop and effectively utilize all available resources.</li><li>10. Effectively contribute to the Department's equal employment opportunity objectives.</li></ol>
Eligible List Information	A separate promotional eligibility list will be established for each testing department. The lists will be abolished 24 months after it is established unless the needs of each Department and/or conditions of the list warrant a change in this period.
Veterans Preference	Veteran's preference credit is not granted in promotional examinations.

## GENERAL INFORMATION

If a candidate's notice of oral interview fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon a written request.

If you meet the entrance requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test and all candidates who pass will be ranked according to their scores.

The Department of the Youth Authority reserves the rights to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Promotional Examination Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2 State Personnel Board Rules 233, 234, 235, and 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of the State Personnel Board office in Sacramento.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and have a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigations may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel may consider education, experience, personal development, personal traits and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the competitor's ability to accept and fulfill increasing responsibilities than to the length of her/her experience. Evaluation of a competitor's personal development will include consideration of her/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Policy of Nondiscrimination on the Basis of Disability and Equal Employment Opportunity Statement:** The Department of the Youth Authority does not discriminate on the basis of disability in employment or in the admission and access to its programs or activities. Information concerning the provision of the ADA, and the rights provided thereunder, are available from the ADA Manager/Community Participation Office, 4241 Williamsbough Drive, Suite 201, Sacramento, California 95823, Telephone (916) 262-1475.

**Veteran's Preference:** California law limits the granting of veterans preference credits to entrance examinations. When credit is granted in an Open examination it is as follows: 10 points for veterans, widows or widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference application form which is available from the State Personnel Board at 801 Capitol Mall, Sacramento, CA 95814, or by contacting the Department of the Youth Authority at (916) 262-1338. Disabled veterans are required to establish their eligibility for each entrance examination in which they participate, while nondisabled veterans are required to apply only once. Due to changes in the law, which were effective January 1, 1996, Veterans who have achieved permanent civil service status are not eligible to receive veterans credits.

**Appeal Information:** You may file a written appeal to the State Personnel Board at P.O. Box 944201, Sacramento, CA 94244-2010, to review your rating if you believe that the panel failed to follow prescribed standards or procedures or misinterpreted the minimum qualifications prescribed for the class; or if you can demonstrate that the rating was the result of fraud, or of discrimination within the meaning of Sections 19702 or 19703 of the Government code, or of other improper acts or circumstances. **The appeal must be filed within 30 days after the notice of examination result were mailed and must state the facts, information, or circumstances upon which the appeal is based.** Appeals are heard by the State personnel in public hearings held in Sacramento, San Francisco, and Los Angeles.



## MISSION AND VALUES

**The Mission of the Youth Authority** is to protect the public from criminal activity by providing education, training, and treatment services to youthful offenders committed by the courts; directing these offenders to participate in community and victim restoration; and assisting local justice agencies with their efforts to control crime and delinquency; and encouraging the development of state and local programs to prevent crime and delinquency. In order to enhance our ability to accomplish our mission, we have a shared set of values. **We Value:**

**The Worth of the Individual** - We treat all people with dignity, respect, and consideration. **People's Ability to Grow and Change** - We believe people have the ability to grow and change, and we provide the opportunity for them to do so. **Staff as our Greatest Resource** - We encourage staff to develop personally and professionally and to participate in decision making. **Ethical and Moral Behavior** - We demonstrate a behavior which is fair, honest, and ethical both on and off the job. **Citizen Participation** - We invite public involvement, support, and assistance to plan, deliver, and evaluate programs. **Excellence** - Our performance demonstrates a commitment to and recognition of quality, dedication, and innovation. **A Safe and Healthy Environment** - We believe that physical and mental health are important, and our commitment is to provide a safe and secure work and living environment. These shared values are reflected in our actions and communicated to offenders and the public.